

# **Thuraya SatBridge Smart Terminal User Guide**

**Version 0.25 (DRAFT)**

**Last Updated: November 1st, 2019**

**\* LIMITED CIRCULATION FOR COMMENTS ONLY**

**\* INFORMATION IS SUBJECT TO CHANGE**

**UNTIL PRODUCT IS TESTED BY THURAYA**

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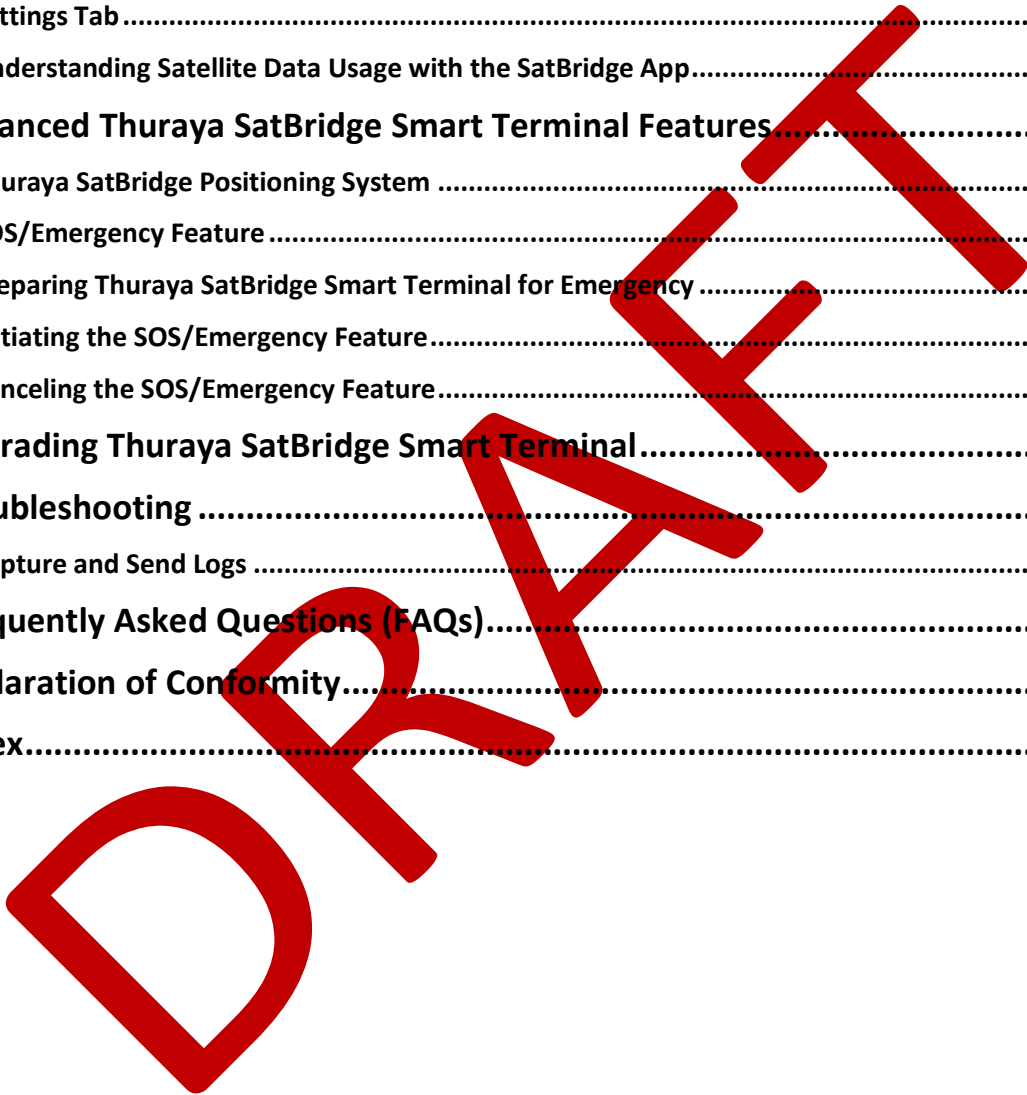
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# Safety Information

For your safety and protection, read this entire user guide before using Thuraya SatBridge Smart Terminal. Read this safety section carefully. Keep this safety information where you can easily refer to. This section introduces the various warnings used in this document to alert you to possible safety hazards.

## Warning Symbols Used in this Guide



### **WARNING**

Potential radio frequency (RF) hazard. Where you see this alert symbol and WARNING heading, strictly follow the warning instructions to avoid injury to eyes or other personal injury.



### **CAUTION or WARNING**




Where you see this alert symbol followed by a CAUTION or WARNING heading, strictly follow the instructions to avoid personal injury.









### **DANGER**

Electric shock hazard: Where you see this alert symbol and DANGER heading, strictly follow the warning instructions to avoid electric shock injury or death.

# Warnings for Thuraya SatBridge Smart Terminal

Icon	Description
	<p data-bbox="906 415 1013 447" style="text-align: center;"><b>General</b></p> <p data-bbox="500 468 1427 653">Handle your Thuraya SatBridge with care. The enclosure is weather resistant per IEC 60529 IP55, and the Antenna module is weather resistant per IEC 60529 IP66. However, do not submerge the unit or expose it to severe rainstorms. Avoid exposing your Thuraya SatBridge to extreme hot or cold temperatures.</p> <p data-bbox="500 678 1427 747">Refer to the specifications for the various configurations and their associated environmental limitation(s).</p> <p data-bbox="500 772 1427 842">Avoid placing your Thuraya SatBridge close to cigarettes, open flames, or any heat source.</p> <p data-bbox="500 867 1427 898">Use only a soft damp cloth to clean your Thuraya SatBridge.</p> <p data-bbox="500 924 1427 1031">To avoid impaired Wi-Fi Hotspot performance, ensure your terminal's antenna is not damaged or covered with foreign material like paint or labelling.</p> <p data-bbox="500 1056 1427 1163">When inserting the SIM, do not bend the SIM or damage its contacts in any way. When connecting the interface cables, do not use excessive force.</p> <p data-bbox="500 1188 1427 1255">The cable between the Satellite Antenna and the Wi-Fi Hotspot should be removed when transporting the Thuraya SatBridge.</p>
	<p data-bbox="719 1287 1200 1318" style="text-align: center;"><b>Do not stand in front of the antenna</b></p> <p data-bbox="500 1339 1427 1486">This device emits radio frequency energy when in the transmit mode. To avoid injury, do not place head or other body parts in front of the Satellite Antenna when system is operational. Maintain a distance of at least 1 meter away from the front of antenna.</p>
	<p data-bbox="699 1518 1219 1549" style="text-align: center;"><b>Do not operate during electrical storms</b></p> <p data-bbox="500 1570 1427 1677">Operating Thuraya SatBridge during electrical storms may result in severe personal injury or death. Disconnect the Thuraya SatBridge and store it indoors if lightning is anticipated in the area of operation.</p>

Icon	Description	
	<p><b>Do not operate in the vicinity of blasting work and in explosive environments</b></p> <p>Never use Thuraya SatBridge where blasting work is in progress. Observe all restrictions and follow any regulations or rules. Areas with a potentially explosive environment are often, but not always, clearly marked. Do not use the Thuraya SatBridge while at a petrol filling station. Do not use near fuel or chemicals.</p>	
	<p><b>Obtain qualified service</b></p>	<p>Do not attempt to disassemble your Thuraya SatBridge; it does not contain consumer-serviceable components. Only qualified service personnel may install or repair equipment. Changes or modifications to Thuraya SatBridge not expressly approved by Carnegie Technologies may void your authority to operate this equipment.</p>
	<p><b>Batteries and accessories</b></p>	<p>The batteries provided in the Thuraya SatBridge are not intended to be replaced by the user. Installation and maintenance are to be performed by Carnegie Technologies trained service providers.</p>
	<p><b>Connecting devices</b></p>	<p><b>Caution:</b> Risk of fire or explosion if batteries are replaced with the incorrect type.</p> <p>When connecting Thuraya SatBridge to any other device, read the device's User Guide for detailed safety instructions. The Thuraya SatBridge supports connections over Thuraya SatBridge over Wi-Fi using the SatBridge App. USB 2.0 compatible devices can be connected to the Thuraya SatBridge for USB charging under specific power conditions discussed in the section of this document.</p>

Icon	Description
	<p data-bbox="883 264 1036 296"><b>Pacemakers</b></p> <p data-bbox="500 317 1427 464">The various brands and models of cardiac pacemakers available exhibit a wide range of immunity levels to radio signals. Therefore, people who wear a cardiac pacemaker and who want to use a Satellite Wi-Fi Hotspot should seek the advice of their cardiologist.</p> <p data-bbox="500 485 1427 558">If you have any reason to suspect that interference is taking place, <i>immediately</i> power off the Thuraya SatBridge!</p> <p data-bbox="500 579 1427 611">If you are a pacemaker user, we recommend these guidelines:</p> <ul data-bbox="548 632 1427 831" style="list-style-type: none"><li data-bbox="548 632 1427 705">• Maintain a distance of at least 20 cm (a little less than 8 inches) between Thuraya SatBridge and your pacemaker.</li><li data-bbox="548 716 1427 789">• Maintain a distance of one meter away from the front of Thuraya SatBridge antenna.</li><li data-bbox="548 800 1427 831">• Refer to your pacemaker product literature for information.</li></ul>
	<p data-bbox="883 863 1036 894"><b>Hearing aids</b></p> <p data-bbox="500 915 1427 1140">Most current hearing aid models are immune to radio frequency interference from satellite Wi-Fi hotspots that are more than 2 meters (about 6.5 feet) away. Many types of older hearing aids may be susceptible to interference, making it very difficult to use them near a satellite modem. If you experience interference, increase the distance between you and the Thuraya SatBridge.</p>

# Information to User

## Wireless Regulatory Information

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID: 2ARIP-0007

## Safety and Hazardous Locations Standards

This product is designed to meet the requirements of the following electrical equipment safety standards:

IEC 62368-1 and EN 62368-1 – Audio, visual and information and communication technology equipment, Part 1 General Safety



## EMC/Wireless Standards

This product meets the requirements of the following standards for sensitive electrical equipment:

- FCC 47 CFR Part 15B: Class B Emissions
- FCC 47 CFR Part 15.247: 2412-2462 MHz, 2.4GHz and 5GHz WiFi
- FCC 47 CFR Part 25: 1.5 and 1.6 GHz Satellite Systems
- EN 55032/24, EN 300 328, EN 301 893, EN 300 440, EN 301 444, EN 303 413 &EN 62311

## Electromagnetic Compatibility

This product was tested and complies with the regulatory requirements and limits for electromagnetic compatibility (EMC). These requirements and limits provide reasonable protection against harmful interference when the product is operated in the intended operational electromagnetic environment.

Harmful interference may occur in some installations, when the product is connected to a peripheral device or test object, or if the product is used in residential or commercial areas. To minimize interference with radio and television reception and prevent unacceptable performance degradation, install and use this product in strict accordance with the instructions in the product documentation.

Furthermore, any changes or modifications to the product not expressly approved by Carnegie Technologies could void your authority to operate it under your local regulatory rules.

## How to contact support

For Support, please contact your Service Partner.

Additionally, you may also reach Thuraya Customer Care at the following contacts: -

Email: [customer.care@thuraya.com](mailto:customer.care@thuraya.com)

Call: **100** (From Thuraya network) OR **+88216 100 100** (From other networks)

Fax: +971 6 8828444

## Additional Resources

<TBD: To update the information with website of product.>

## Warranty

### LIMITED WARRANTY FOR THURAYA SATBRIDGE BRANDED PRODUCTS ONLY

The Thuraya SatBridge Limited Warranty is a voluntary manufacturer's warranty provided by Cobbosseecontee Communications, LLC, a Delaware limited liability company doing business as Carnegie Technologies ("Carnegie"). This warranty is non-transferable and provides rights separate to rights provided by consumer law, including but not limited to those relating to non-conforming goods. As such, the Thuraya SatBridge Limited Warranty benefits are in addition to, and not instead of, rights provided by consumer law and it does not exclude, limit, or suspend a consumer's rights arising from statutory or other law applicable in individual jurisdictions. Consumers may have the right to choose whether to claim service under the Thuraya SatBridge Limited Warranty or under their consumer law rights. **Important: The Thuraya SatBridge Limited Warranty terms and conditions shall not apply to consumer law claims.**

**Please note: All claims made under the Thuraya SatBridge Limited Warranty will be governed by the terms set out in this warranty document.**

Your use of the Product or Batteries covered by this Limited Warranty is permitted only in combination with satellite services provided over the Thuraya network using airtime purchased from one or more Thuraya authorized service providers. You are required to comply with this Limited Warranty, as well as all terms and conditions that are applicable to the Product or Batteries, and the use of Thuraya's satellite network (the "Terms and Conditions"). Your failure to comply with the Terms and Conditions may result in the termination of your consumer law rights and rights under this Limited Warranty.

#### Limited One-Year Warranty for Thuraya SatBridge Products

Except as provided below for batteries, your Thuraya SatBridge-branded terminal and related accessories—i.e., RF cables, SIM Card Readers, car kits, adapters, etc. (collectively referred to as the "Product")—is warranted against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original retail purchase ("Warranty Period") when used in accordance with Carnegie's Thuraya SatBridge user manual (refer to [\[insert hyperlink to online user manual\]](#)). Under this warranty, you will be able to direct your claims to Carnegie even in situations where you purchased your Thuraya SatBridge Product from an authorized third party.

#### Limited Twelve-Month Warranty for Thuraya SatBridge Batteries

The batteries in your Thuraya SatBridge-branded hardware product ("Batteries") are warranted against defects in materials and workmanship for a period of TWELVE (12) MONTHS from the date of original retail purchase of the Battery or Product incorporating the Battery ("Battery Warranty Period"). During the Battery Warranty Period, Carnegie or a Carnegie Authorized Service Provider ("CASP") will replace any non-functioning Battery(ies), without charge for parts or labor, except in cases where Carnegie or the applicable CASP determines (i) the Batteries

have been charged with battery chargers other than those chargers approved for the specified Battery type in Carnegie's Thuraya SatBridge user manuals, (ii) any seals on the Batteries are broken or show evidence of tampering, (iii) Carnegie or the battery was used in equipment other than the Product with which it was originally packaged, or (iv) the Battery was not used in accordance with Carnegie's Thuraya SatBridge user manual (refer to [\[insert hyperlink to online user manual\]](#)).

### Carnegie's Warranty Obligations

If a defect in the Product or Battery arises during the Warranty Period or Battery Warranty Period as applicable, Carnegie, at its option will (1) repair the Product or Battery at no charge using new parts or parts that are equivalent to new in performance and reliability, (2) exchange the Product or Batteries with a product or batteries equivalent in performance and reliability to a new Product or Battery ("Replacement Parts"), or (3) refund the original purchase price. In addition to specific exclusions for Batteries listed above, the Warranty and Battery Warranty exclude normal depletion of consumable parts or damage resulting from abuse, accident, modifications, unauthorized repairs, or other causes that are not defects in materials and workmanship. Replacement Parts will continue to be warrantied for the longer of six (6) months, or the end of the original equipment warranty period.

### No Warranty Regarding Personal Data

Carnegie does not warrant, represent, or undertake that it will be able to repair or replace any Product under this warranty without risk to and/or loss of information, data, and or settings, stored on the Product. In no event shall Carnegie be liable for (a) loss or damage, which as of the product's purchase cannot be regarded as being caused by a breach of these warranty terms; or (b) losses caused by the user's fault, loss of data, or loss of profits or benefits.

### Additional Warranty Exclusions

In addition to specific exclusions provided above, the limited Warranty and Battery Warranty does not include the cost of removal or reinstallation or costs associated with the operation of the Product or Battery, or any other charges which may be levied by a provider of satellite service to the Product. Additionally, this warranty does not cover (a) any damage due to act of God or Nature; (b) accident; (c) misuse (including Product operation with hardware, power sources, batteries (internal or external)); (d) electrically or mechanically incompatible or used with accessories not approved by Carnegie; (e) abuse or negligence; (f) any damage suffered because of operation of the Product or Battery in environmental conditions outside the parameters described in Carnegie's Thuraya SatBridge user manual (refer to [\[insert hyperlink to online user manual\]](#)); (g) defects or damage due to spills of food or liquids; (h) from unprotected connectors; (i) cosmetic damage; (j) improper testing, repair, maintenance, operation, installation, adjustment, or any alteration or modification of any kind; (k) breakage or damage to antenna unless caused directly by defects in material or workmanship; (l) accessories covered under a separate manufacturer's warranty (i.e., briefcases or carrying cases), or (l) Products rented on a month to month basis.

This limited warranty does not extend to broken or damaged accessories (except as provided herein), exposed antenna, to Products operated contrary to the instructions contained in the owner's manual (refer to [\[insert hyperlink to online user manual\]](#)), or by the applicable government body regulating and governing the use of such radio communications equipment; or used as a rental unit at any time prior to or after original purchase at retail, unless specifically approved by Carnegie in writing prior to rental. This warranty also does not apply to superficial variations in material that do not cause failure due to environmental protection or radio performance. This warranty does not cover regular product maintenance such as cleaning, lubrication, or check-ups. This warranty is valid only for products purchased from Carnegie or its authorized resellers.

### Sole Warranty and Limitation of Liability

The remedies described in this Limited Warranty set forth your sole and exclusive remedies and our entire liability for any breach warranty regarding the Product or its Batteries. This limited warranty is given in lieu of all other express warranties, implied warranties and conditions, including without limitation, any implied warranties or conditions of merchantability, quality, or fitness for a particular purpose.

In no event shall Carnegie be liable for any damages in excess of the purchase price of the Product or Battery, as applicable, or for any loss of use, loss of time, inconvenience, commercial loss, lost profits or savings, or other incidental or consequential loss or damage.

Carnegie does not own or operate the satellite network on which the Product operates, and therefore makes no warranty, and Carnegie assumes no liability for, the range, coverage, design, grade of service, audio or data quality, streaming rates, equipment compatibility (with non-Thuraya networks), network down-time, or billing practices with your use of the product over a satellite network.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Any limitations of liability in this Limited Warranty shall not apply to (i) death or bodily injury pursuant to any mandatory law on product liability; (ii) fraud or fraudulent misrepresentation; (iii) intentional misconduct or gross negligence; (iv) or a culpable breach of major contractual obligations. A damages claim based on a breach of major contractual obligations or gross negligence will be limited to foreseeable damage typical for the sale contract concerned.

### Obtaining Warranty Service

To obtain Warranty or Battery Warranty Service, contact Carnegie at 9737 Great Hills Trail, Suite 260, Austin, Texas, 78759; phone: +1-210-447-1200. In the event that Carnegie has designated a Carnegie Authorized Service Provider ("CASP") to handle warranty claims in your geographic location, Carnegie will direct you to such CASP at the time of your initial contact. To determine if a CASP has been designated in your area, refer to [\[insert hyperlink\]](#). When contacting Carnegie or your local CASP via telephone, call charges may apply depending on your location. Contact your network operator for details. You will be provided a Return Materials

Authorization (“RMA”) number upon acceptance of your warranty claim by Carnegie or its designated CASP.

Persons submitting a warranty claim must furnish proof of original purchase of the Product or Battery in to receive any service from Carnegie or a CASP under this Limited Warranty. For all warranty claims, the following proof of purchase documentation is required: the dated bill of sale or delivery receipt; the name and address of the Authorized Reseller who sold the Product or Battery; the model number; the serial number (which must not be altered or removed prior to receipt by Carnegie or its CASP); and International Mobile Equipment Identity (IMEI) number for the Product if applicable; together with a written description of the problem and the RMA Number received from Carnegie or its CASP.

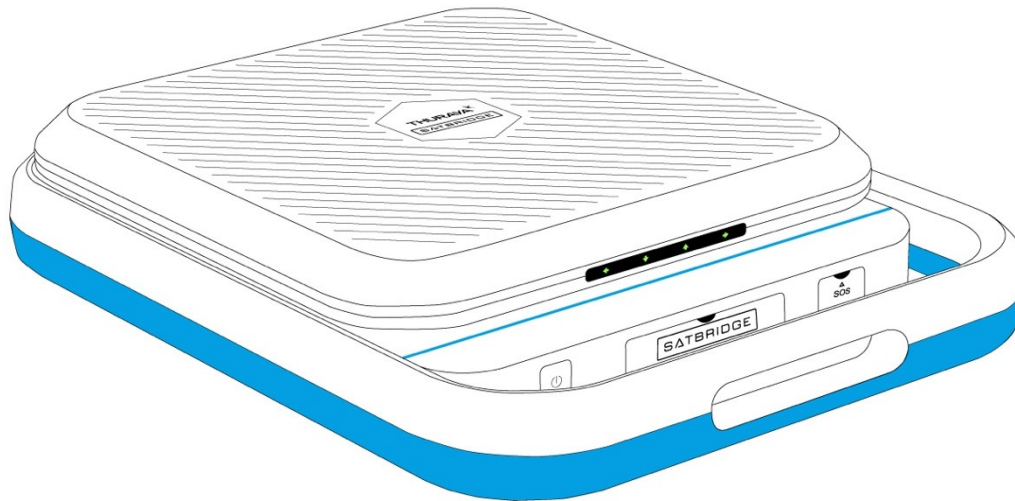
If your warranty claim is accepted by Carnegie or an applicable CASP, prepaid postage will be provided to the address provided by Carnegie or the CASP at the time you receive your RMA number. Products or Batteries must be shipped in either its original package or similar package affording an equal degree of protection.

If Carnegie or a CASP elects to ship you a replacement Product or Battery prior to your shipment of the replaced Product or Battery Carnegie may require a credit card authorization or other form of payment as security for the retail price of the replacement Product or part and applicable shipping costs. If you are unable to provide credit card authorization, advance shipment of replacement parts may not be available to you and Carnegie will offer alternative arrangements for service.

If advance shipment is approved, Carnegie will ship a replacement Product or part to you with installation instructions, if applicable, and any requirements for the return of the replaced Product or part. If you follow the instructions, Carnegie will cancel the credit card authorization, so you will not be charged for the Product or part, excluding shipping to and from your location. If you fail to return the replaced Product or part as instructed or return a replaced Product or part that is ineligible for service, Carnegie will charge your credit card for the authorized amount.

If Carnegie or a CASP elects not to provide you a refund, the repaired or replaced unit will be returned in the prepaid return postage provided by you (or if no return postage is provided, to your place of purchase) within a maximum of 30 calendar days of Carnegie’s or a CASP’s receipt of the warranty Product or Battery. All accessories that are enclosed with the unit must be individually listed on the packing slip for the shipping documentation. Neither Carnegie or any CASP shall have any liability whatsoever for loss or damage to such accessories if they are not listed. Defective accessories should be returned to the authorized CARNEGIE TECHNOLOGIES Service Center as a separate repair item.

# Introduction: Thuraya SatBridge Smart Terminal



## *Congratulations on purchasing a Thuraya SatBridge Smart Terminal!*

Your Thuraya SatBridge makes anywhere, anytime connectivity a reality by enabling companies and consumers to connect and communicate over satellite—using the full capabilities of their smart devices.

The Thuraya SatBridge is a Satellite Wi-Fi Hotspot that gives you portable, high-speed internet and data communications via satellite. Up to 32 mobile devices with SatBridge App can connect to the Thuraya SatBridge over Wi-Fi within up to 300 meters (with a clear line of sight). Up to eight concurrent users can connect to the satellite internet—while sending or receiving data—at speeds of up to 444 kbps (kilobits per second). Setup satellite antenna faster, control which users on Thuraya SatBridge Wi-Fi can connect to satellite and their satellite data usage using the SatBridge App.

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*NOTE: Thuraya SatBridge operation is simple; however, there are important steps to follow for first time setup. We recommend that you read this user guide carefully to understand all the aspects of operating your Thuraya SatBridge.*

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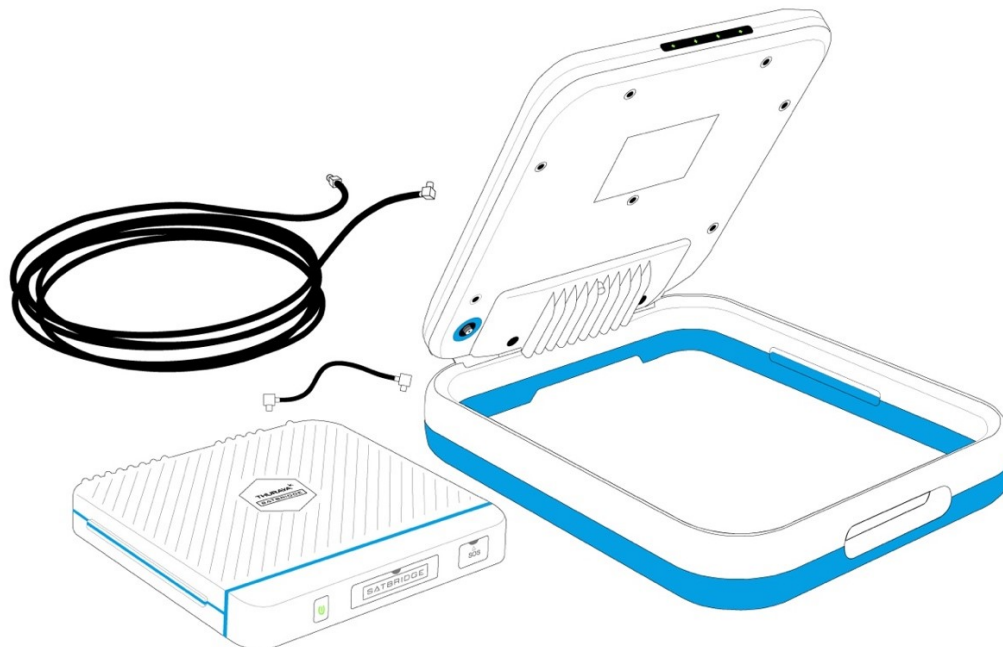
## Unpack the Thuraya SatBridge Smart Terminal Box

Unpack the Thuraya SatBridge Smart Terminal and accessories in the box:

- Thuraya SatBridge Smart Terminal
- AC power supply with traveler adapter kit
- Coaxial cable 20 feet long
- Coaxial cable 6 inches long
- User Guide with Warranty information (this document)
- Quick Start Guide
- Cable Removal Tool

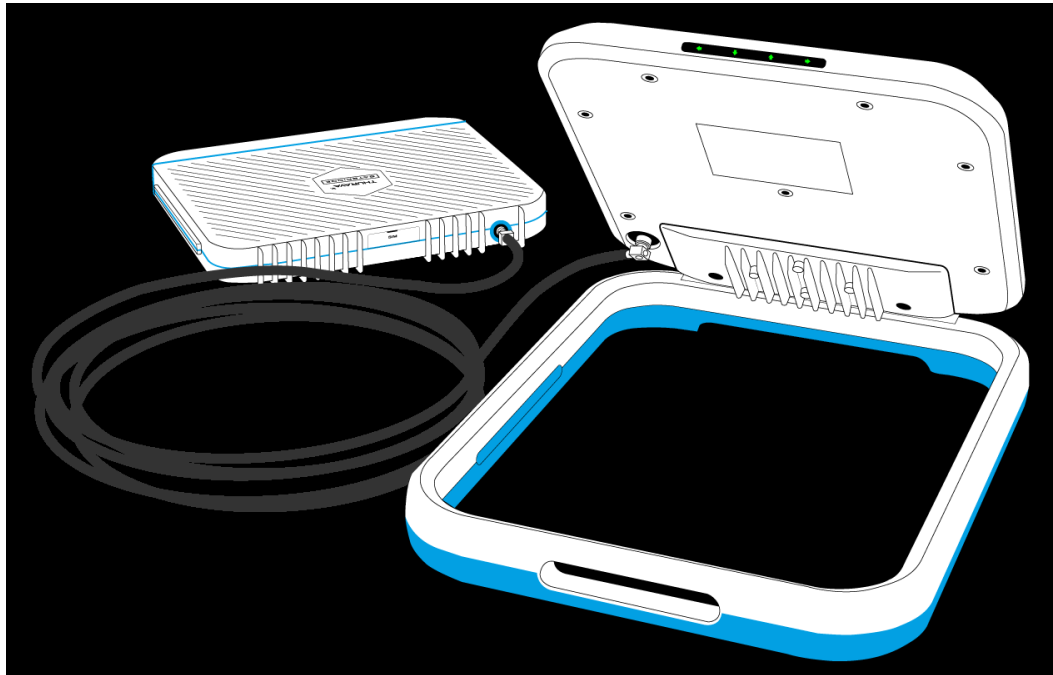
## Know Your Thuraya SatBridge Smart Terminal

Your Thuraya SatBridge has two main parts: 1) the Wi-Fi Hotspot and 2) the Satellite Antenna. They are connected by a coaxial cable. There are two coaxial cables provided in the box: one is 6 inches (about 15 centimeters) long, and the other is 20 feet (about 6 meters) long, as depicted in the images below. TBD: Callout for parts



## How to Connect Cables

1. Determine which length of the coaxial cable you want to use.
2. Connect one end of the cable to the Wi-Fi Hotspot and connect the other end to the Satellite Antenna unit, as depicted in the image below. Press each end of the connector and it should click into place. The 20-foot cable is depicted in the illustration below.



3. To change the cable on Thuraya SatBridge, put the cable removal tool under the cable connector and pull the tool up until the end comes out from SatBridge terminal. Do the same step on the other end of the cable. Now, bring new cable to be replaced, press each end of the cable connectors on the unit, as shown above and the connector should click into place.

---

*NOTE: The SatBridge Smart Terminal supports only two cable lengths: 6 inches and 20 feet. Select the cable length you use in the Settings section of the SatBridge App.*

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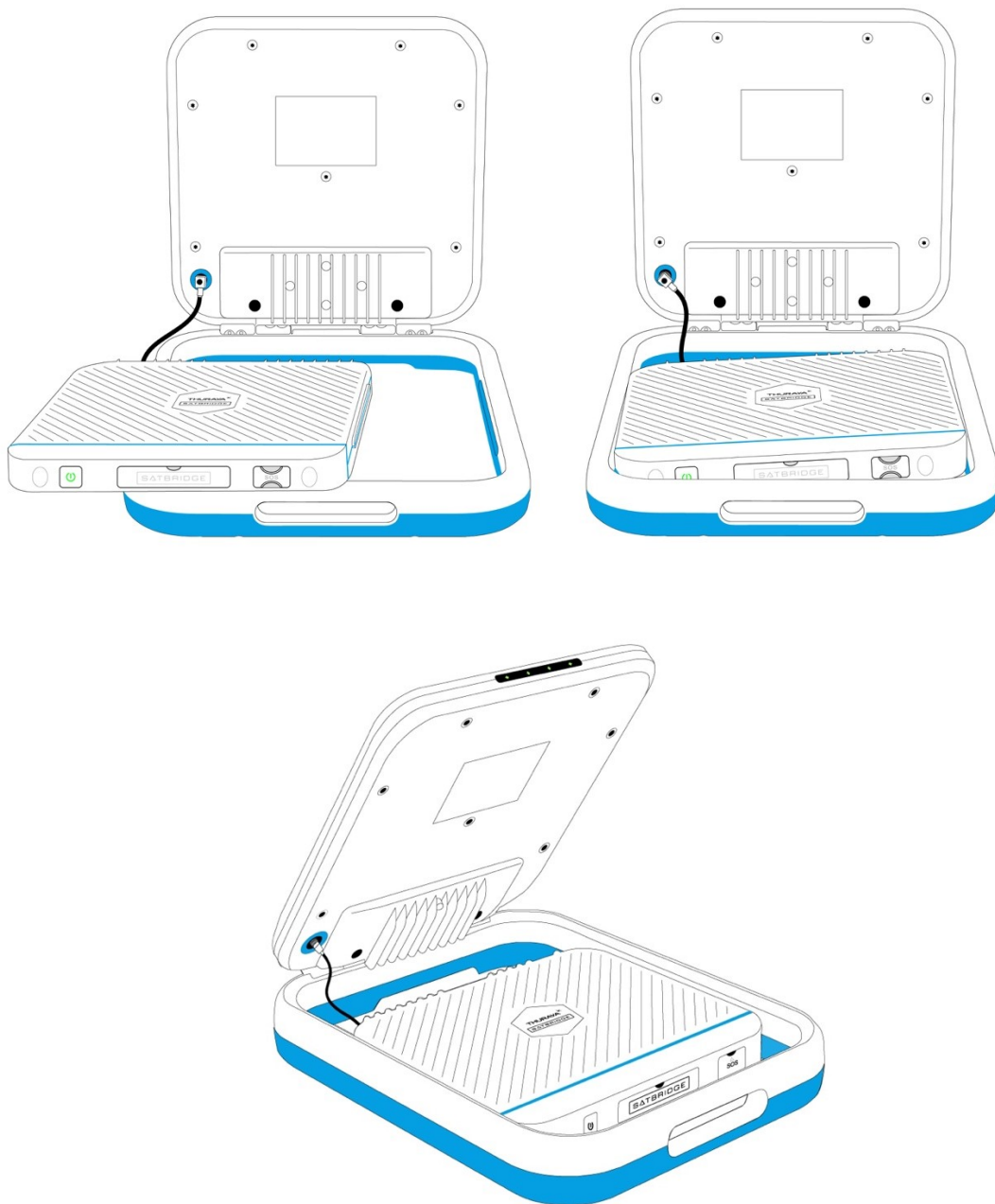
## How to Join Wi-Fi Hotspot Unit and Satellite Antenna Unit

1. There are grooves inside the Satellite Antenna that hold the Wi-Fi Hotspot in place, as depicted in the image below. Align the protruding edges of the Wi-Fi Hotspot with the grooves in the Satellite Antenna unit and snap the Wi-Fi Hotspot unit into place.

---

*NOTE: Be sure you position the two parts as depicted in the image below.*

---



You can separate the Wi-Fi Hotspot unit from the Thuraya SatBridge. To do so, firmly grasp the Wi-Fi Hotspot and pull it out of the Satellite Antenna docking ring with a slightly twisting motion.

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*NOTE: You may wish to separate the Wi-Fi Hotspot and the Satellite Antenna for a variety of reasons—usually because the Satellite Antenna can receive the best signal outdoors, while the Wi-Fi Hotspot remains indoors, or because the Satellite Antenna needs to be placed at a point not easily achievable when the base unit and antenna are joined.*

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## Thuraya SatBridge Smart Terminal Specifications

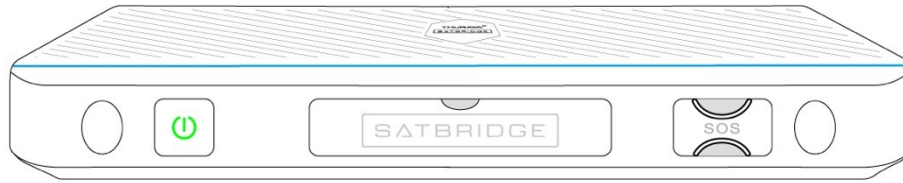
This section serves as a reference guide, identifying the key operational aspects of using the Thuraya SatBridge system along with the controls and indicators and their functions.

Physical Characteristics		
Weight	8.8 lbs. / 4 kg (with full battery pack)	
Size	14.0" x 11.0" x 2.65" (355 x 279 x 67 mm)	
Environmental		
Operating Temperature (on AC Power / External Battery)	Wi-Fi Hotspot	-20°C to 60°C
	Satellite Antenna	-25°C to 60°C
Operating Temperature (on Internal Batteries)	-10°C to 60°C	
Battery Charging Temperature	0°C to 40°C	
Storage Temperature	Wi-Fi Hotspot	-20°C to 60°C
	Satellite Antenna	-40°C to 70°C
Humidity	5% to 95%, noncondensing	
Ingress Protection	Wi-Fi Hotspot	IP 55
	Satellite Antenna	IP 65
Vibration / Shock	MIL STD 810G, IEC 60668	
External Power		
Main Power Supply Adapter	Input: 100 – 240 V AC, 50 – 60 Hz	
Output Voltage	12 V DC	

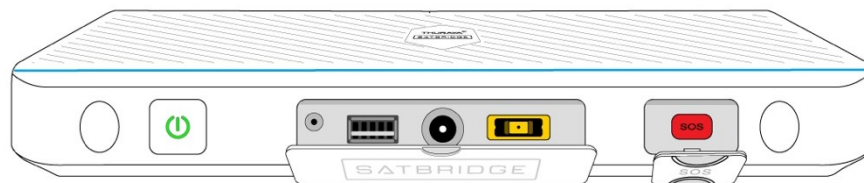
System Rating	12 V DC, 3.4A	
<b>Internal Batteries</b>		
Battery Type	Lithium Ion, Rechargeable	
<b>Transmissions</b>		
Wi-Fi	802.11 b/g/n over 2.4 GHz and 5 GHz over 802.11ac 300 meters range (clear line of sight)	
Wi-Fi Security	WPA, WPA2	
Wi-Fi Range	300 meters	
Satellite	Tx	1626.5 – 1660 MHz (earth to space)
	Rx	1525 – 1559 MHz (space to earth)
Full Data Throughput Transmit Time	75 minutes on internal batteries <small>DRAFT</small>	
<b>Mobile Application</b>		
Android	Android 6.2 or higher	
iOS	iOS 9 or higher	
<b>Services</b>		
Satellite Data	384 Kbps up / 444 Kbps down	
Emergency	One touch SOS button	
# Satellite Voice Calls	8 simultaneous VoIP calls	
GPS	GPS, GLONASS	
<b>Compliance and certifications</b>		
FCC Part 15B and 15C, FCC Part 25, CE-Radio Equipment Directive (RED), EN 62368-1		

## Buttons on the Thuraya SatBridge Smart Terminal

1. On the front of the Wi-Fi Hotspot, there are two buttons and a panel that opens to expose additional options, described below. TBD: Callout for buttons



2. Power button—press to turn the unit on or off.
3. Panel—open the flexible panel to expose additional options, described below. TBD:  
Callout for buttons



- a. Reset—To reset the Thuraya SatBridge to factory settings, insert a pin and hold for 5 seconds.
  - b. USB port—Can be used to charge mobile devices.
  - c. AC Power—Used to connect power to the unit.
  - d. External battery port—Used to connect an external battery.
4. SOS/Emergency button—used to call for help. More information about this feature can be found in the **Thuraya SatBridge Positioning System**

The Thuraya SatBridge contains an integrated Positioning System receiver that supports Global Positioning System (GPS) and Global Navigation Satellite System (GLONASS) that is used to provide location information. GPS location information is required for system access, and the reception of a new GPS location is attempted automatically every time the Thuraya SatBridge is powered on. This is required to establish the connection with Satellite.

For optimum GPS signal reception, make sure the Thuraya SatBridge is positioned in a roughly horizontal placement. The GPS is located on the Wi-Fi Hotspot unit of the Thuraya SatBridge. The Wi-Fi Hotspot GPS receiver must be able to see a large part of the sky without obstructions from buildings, mountains, or trees.

5. SOS/Emergency Feature section of this guide.

## Power Sources and Connectivity

The Thuraya SatBridge operates from these possible power sources in the following priority order:

1. AC power (100V – 240V AC). An AC plug adapter set is supplied within the Thuraya SatBridge box to accommodate most of the world's wall socket variants.

2. External rechargeable battery packs (external battery pack) using recommended external battery packs. (refer to the **Approved External Batteries** section of this document for more information.) External battery packs are not provided with Thuraya SatBridge but can be purchased separately.
3. Internal Battery packs included in the Thuraya SatBridge when no external power is available.

	On AC Power Supply	On External Rechargeable Battery Pack	On Internal Batteries	
			More than 80% Charge	Less than 80% Charge
Satellite Connection	Yes	Yes	Yes	Yes
2.4 GHz Wi-Fi	On	On	On	On
5 GHz Wi-Fi	On	Off	On	Off
USB Charging	On	<small>DRAFT</small> Off	On	Off
Internal Battery Charging	Yes	No	–	–

- The internal batteries recharge when connected to an AC power source, whether or not the device is powered on. When the internal batteries are fully charged, the Thuraya SatBridge stops charging the batteries.
- If an external battery pack is connected, the power shall be drawn from the external battery pack; internal battery power shall not be charged or discharged. Once the external battery pack power is exhausted, power transitions to the internal battery packs without interruption.
- USB charging is provided through USB port on the front of Thuraya SatBridge when Thuraya SatBridge is connected to an AC power source or internal batteries until they are above 80% charge. You can connect mobile devices for USB charging

### Approved External Batteries

Only approved battery packs should be used with the Thuraya SatBridge. These approved battery packs are provided in the following list from RRC Power Solutions:

- [RRC-SMB-UBC](#): SMBUS Universal battery charger and power cord
- [RRC2040-2](#): Standard battery pack RRC2040-2 (3S2P) with 11.25V / 6.40Ah / 72.0Wh
- [RRC2054](#): Standard battery pack RRC2054 (4S1P) with 15.00V / 3.20Ah / 48.0Wh
- [RRC2040](#): Standard battery pack RRC2054 (3S1P) with 11.25V / 2.95Ah / 33.2Wh

## Care and Maintenance for Thuraya SatBridge Smart Terminal

- The cable between the Satellite Antenna and the Wi-Fi Hotspot should be removed when transporting the Thuraya SatBridge.
- Avoid placing your Thuraya SatBridge close to cigarettes, open flames, or any heat source.
- Use only a soft damp cloth to clean your Thuraya SatBridge.
- To avoid impaired Wi-Fi Hotspot performance, ensure your terminal's antenna is not damaged or covered with foreign material like paint or labelling.
- When inserting the SIM, do not bend the SIM or damage its contacts in any way. When connecting the interface cables, do not use excessive force.
- Avoid exposing your Thuraya SatBridge to extreme hot or cold temperatures.
- The Thuraya SatBridge satellite antenna may be tilted up to 90 degrees to point to the Thuraya satellite. Extending the satellite antenna beyond 90 degrees would likely damage the hinge or electrical connections within
- The front cover protects the SatBridge power, DC, SOS connectors etc. When not in use, it is recommended to put the cover back in place. Ensure that the connector is free from any foreign matter
- The SIM cover must be firmly closed at all times. Avoid exposure to liquid or moisture as it can damage the internal electronic circuits
- For uninterrupted use, avoid using Thuraya SatBridge beyond its specified operating temperature (refer to Product Specifications)
- Only use the provided AC Plug Pack and recommended accessories with the device.
- Damage caused by unapproved accessories may void the warranty
- Make sure to store the Thuraya SatBridge in a cool, dry place. Do not charge below freezing. The battery will only charge within the battery-charging temperature (0C and 45C)

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## Thuraya SatBridge Smart Terminal User Guide Emergency Service

GEOS

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# How to Operate the SatBridge App

The SatBridge App enables you to connect to your Thuraya SatBridge over Wi-Fi, perform administrative functions, connect to the satellite internet, send and receive messages, and make phone calls over Wi-Fi.

## Install the SatBridge App

To install the SatBridge App, you will need a mobile device with iOS 11 or newer, or Android 6.1 or newer.

Download the app by searching for SatBridge in the app store for your mobile device.

## Create a New Account

You must have a SatBridge account in order to use your Thuraya SatBridge. To create a SatBridge account, follow these steps below.

1. Connect the mobile device to either through your home Wi-Fi or LTE
2. Open the SatBridge App on your mobile device and the sign-in screen appears.
3. Tap the Sign Up link and fill in the information for creating account.

---

*NOTE: For owners, the information will include address details and citizenship information to support emergency services.*

---

4. Choose a password and enter it into the field. The password must be at least 8 characters, and include at least 3 of the 4 following types of characters:
  - a lower-case letter
  - an upper-case letter
  - a number
  - a special character (!@#\$%^&\*)
5. Return to the login screen in the SatBridge App. Enter the email and password for the account and tap **Sign In**.

## SatBridge App UI States

SatBridge App allows you to login when you are connected to your / home Wi-Fi, LTE Data or satellite data via SatBridge Wi-Fi. Some functions and features on the SatBridge App are not available when the mobile device is not connected to SatBridge Wi-Fi.

<TBD: Add screen / details >

## Contacts Tab

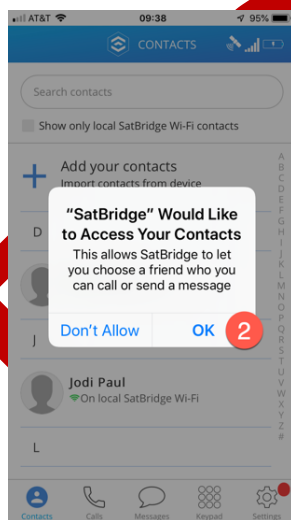
View your contacts list, sorted alphabetically by first name. There are two types of contacts in the SatBridge App:

- Your mobile device's contacts (if you chose to import into the SatBridge App; see the **Import Contacts** section of this document for instructions)
  - Users connected to the Thuraya SatBridge Wi-Fi.
- Tap the **Show contacts on this SatBridge** to display only the contacts who are also connected to your Thuraya SatBridge.
  - Tap the contact in the address book to initiate a call over Thuraya SatBridge Wi-Fi.

## Import Contacts

You can import the contacts from your mobile phone into the SatBridge App. This allows you to call or message your contacts through the Thuraya SatBridge connection within the app. To import your contacts, follow these steps.

1. Tap the **Add your contacts**.
2. Tap **OK** on the **SatBridge Would Like to Access Your Contacts** screen.



## Calls Tab

The Calls screen displays a record of your incoming and outgoing calls. Initiate a call over the Thuraya SatBridge Wi-Fi by tapping the contact in the Address Book. Completed calls display a green icon, and missed calls display a red icon.

### Place a call

1. Tap the contacts tab.
2. Search and tap the contact you want to call. A new screen displays with options to place a call or send text.

You can also tap the **Show contacts on this SatBridge** to display only the contacts who are also connected to your Thuraya SatBridge

---

*NOTE: The SatBridge App currently does not support calling and texting to users not connected to the SatBridge Wi-Fi network. You can use other apps to perform these functions when connected to satellite data.*

---

## Messages Tab

The Messages screen displays a record of the text messages you send and receive through the SatBridge App. The users / contacts on the Thuraya SatBridge will show as **On this SatBridge**.

### Send a new message

To send a new text message, follow these steps:

1. Tap the **New Message** link at the top right of the SatBridge App screen.
2. Enter the name of the contact in the **Search messages** field. Names with the letters you type begin to appear in a list. Alternatively, tap the Contacts tab and tap **Show Local Users**.
3. Tap the name of the contact you want to message and enter the message you want to send.
4. Tap the **Send** button when you have finished entering your message.

---

*NOTE: The SatBridge App currently does not support calling and texting to users not connected to the Thuraya SatBridge Wi-Fi network. You can use other apps to perform these functions when connected to satellite data.*

---

## Keypad Tab

The keypad screen allows you to enter a phone number when you want to place a call to someone who is not in your contacts list.

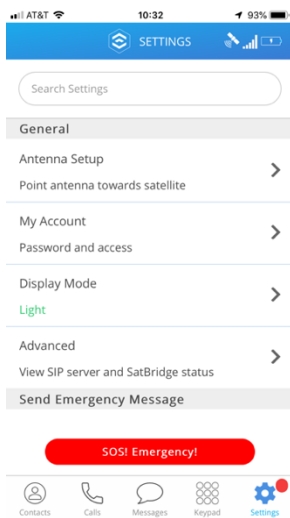
---

*NOTE: Long press the 0 to add plus for international calling.*

---

## Settings Tab

The Settings screen provides several options for configuring the Thuraya SatBridge, your SatBridge account, and any accounts you administer on the Thuraya SatBridge, setting up the antenna, updating Wi-Fi properties, etc.



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*NOTE: You may see different options on Settings screen based on your user account type. For instance, only administrators and owner of Thuraya SatBridge can update the firmware.*

---

- SatBridge Accounts (this level is gray headings)
  - My Account
  - Manage SatBridges
  - User Management
- Thuraya SatBridge Terminal
  - Power and Batteries
  - Antenna Setup



- Cable Type
- SatBridge Wi-Fi
- SatBridge Firmware
- Satellite Connection
  - Network
  - Antenna State
  - Signal Strength
  - Location
  - Modem State
  - Estimated Uplink Speed
  - Estimated Downlink Speed
- General
  - Display Mode
  - About
    - Wi-Fi Hotspot Info
    - Antenna Info
    - Modem Info
    - App
- Emergency Settings
  - Register SOS Contacts
  - Initiate SOS

Some important settings are discussed below.

## My Account

The **My Account** screen provides options for managing your Thuraya SatBridge account. You can view

1. **Email**—displays the email address associated with your Thuraya SatBridge account.
2. **Password**—allows you to change your password.
3. **Access**—displays the account type associated with your Thuraya SatBridge account.
4. **Satellite Usage**—displays the amount and percentage of the data used. Those with Owner or Administrator account types will be able to see satellite usage by all users.

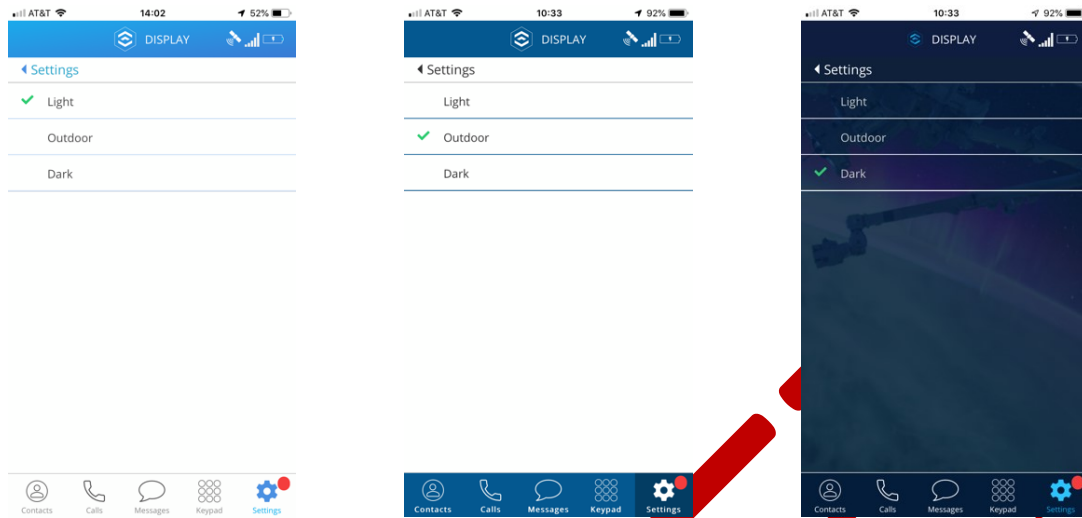
---

*NOTE: The SatBridge App does not reset satellite data by billing cycle. To reset data usage information, the owner or administrator must Reset Usage manually.*

---

## Display Themes

To increase the SatBridge App visibility in different environments, you can change its appearance in the **Display Themes** screen. Tap **Light**, **Outdoor**, and **Dark** to select the color scheme that works best for you. The images below depict each of the three settings.



## User Management and Account Types

The User Management screen enables those with Owner or Administrator account types to manage other user accounts.

### Account Types

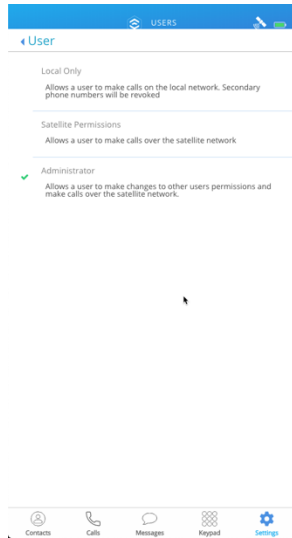
There are four types of account, each of which has the ability to view and access different settings based on the account type. You can access each of them by typing the following into the first name category at login.

User Role	Description
Owner	Has owner privileges and access to all settings. Owner must provide SOS information to register with GEOS Emergency Services. There can be only one owner for a Thuraya SatBridge. Can connect to satellite data.
Admin	Has all the same privileges as owner. However, an admin account is not attached to GEOS SOS Emergency services. There can be multiple administrator accounts for Thuraya SatBridge. Can connect to satellite data.
Satellite	Can connect to satellite data. Cannot access user management
Local	Shares the same limitations as satellite and cannot connect satellite data.

To manage a user account, follow these steps:

1. Tap **User Management** on the **Settings** screen.

2. Tap the name of the user you want to manage.
3. Review the information to determine which aspects of the user account you want to change.
  - a. Access—Tap **Access** to change the user's access level. A brief description of account types appears.



- b. Data Usage—Displays the user's data usage. (refer to the **Understanding Satellite Data Usage with the SatBridge App** section of this document for more details)
- c. Remove User—Tapping this link for a user changes the permission of the user to the next lower level. For example, by tapping this link, an admin will be downgraded to satellite user, a satellite user will be downgraded to local user, and a local Wi-Fi user will be removed from the Thuraya SatBridge network if it is not currently not logged in.

---

*NOTE: You cannot remove an account if the user is currently connected to the Thuraya SatBridge.*

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## Thuraya SatBridge Wi-Fi

The Thuraya SatBridge Wi-Fi screen provides a variety of options that Owners and Administrators can access to configure the Thuraya SatBridge Wi-Fi network, as mentioned below

1. Country—Different countries allow various frequencies. Select the country you're in, and the SatBridge App switches to the appropriate frequencies based on the country you're in. The default setting is US.
2. Wi-Fi Password—Tap this option to reset the Wi-Fi password.

---

*NOTE: When the Thuraya SatBridge Wi-Fi password changes, all connected users will be disconnected from the Thuraya SatBridge Wi-Fi network. Each user will need to reconnect to the Thuraya SatBridge Wi-Fi with the new password.*

---

3. Security—Enables Owners and Administrators to select a security protocol. There are three options:
  - Open (no security)
  - WPA-PSK
  - WPA2-PSK
4. 2.4 GHz SSID—Enables Owners and Administrators to change the SSID for the 2.4 GHz frequency band.
5. 5 GHz Access Point—Enables Owners and Administrators to toggle the option for 5 GHz frequency band Wi-Fi.
6. 5 GHz SSID—Enables Owners and Administrators to change the SSID for the 5 GHz frequency band.

---

*NOTE: The Thuraya SatBridge supports 5 GHz as well as 2.4 GHz Wi-Fi frequencies when it is connected to AC power. If the Thuraya SatBridge is running on battery power, it supports only the 2.4 GHz frequency.*

---

## Understanding Satellite Data Usage with the SatBridge App

- You may be using data when you are connected to the Thuraya SatBridge Wi-Fi and Thuraya SatBridge is connected to Satellite network.
- Local users on the Thuraya SatBridge Wi-Fi do not use satellite data except for logging in to the app.
- Only Satellite Users, Administrators, and Owners can use satellite data.
- Non-SatBridge apps (such as Facebook, Instagram, Browser) on mobile devices of users with Satellite User, Administrator, and Owner account types can access satellite data if background refresh is enabled.
- When connected to satellite data, users with Satellite User, Administrator, and Owner account types can access satellite data on non-SatBridge Apps if background refresh is enabled in apps—even if they sign out of the SatBridge App.
- Admin and Owners can view the satellite data usage of all users in near real time on their SatBridge App.

# Advanced Thuraya SatBridge Smart Terminal Features

## Thuraya SatBridge Positioning System

The Thuraya SatBridge contains an integrated Positioning System receiver that supports Global Positioning System (GPS) and Global Navigation Satellite System (GLONASS) that is used to provide location information. GPS location information is required for system access, and the reception of a new GPS location is attempted automatically every time the Thuraya SatBridge is powered on. This is required to establish the connection with Satellite.

For optimum GPS signal reception, make sure the Thuraya SatBridge is positioned in a roughly horizontal placement. The GPS is located on the Wi-Fi Hotspot unit of the Thuraya SatBridge. The Wi-Fi Hotspot GPS receiver must be able to see a large part of the sky without obstructions from buildings, mountains, or trees.

DRAFT

## SOS/Emergency Feature

<TBD> placeholder for image of SatBridge terminal with SOS button callout

The **SOS! Emergency!** button is used to call for help. When you press the button, GEOS emergency services in your area will be notified.

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*NOTE: The Thuraya SatBridge must have an active satellite connection to initiate or cancel any SOS request. If the terminal is not able to connect to satellite, it will show antenna pointing pattern on the satellite antenna. Refer to the **Power Sources and Connectivity***

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The Thuraya SatBridge operates from these possible power sources in the following priority order:

4. AC power (100V – 240V AC). An AC plug adapter set is supplied within the Thuraya SatBridge box to accommodate most of the world's wall socket variants.
5. External rechargeable battery packs (external battery pack) using recommended external battery packs. (refer to the **Approved External Batteries** section of this document for more information.) External battery packs are not provided with Thuraya SatBridge but can be purchased separately.
6. Internal Battery packs included in the Thuraya SatBridge when no external power is available.

	On AC Power Supply	On External Rechargeable Battery Pack	On Internal Batteries	
			More than 80% Charge	Less than 80% Charge
Satellite Connection	Yes	Yes	Yes	Yes
2.4 GHz Wi-Fi	On	On	On	On
5 GHz Wi-Fi	On	Off	On	Off
USB Charging	On	Off	On	Off
Internal Battery Charging	Yes	No	–	–

- The internal batteries recharge when connected to an AC power source, whether or not the device is powered on. When the internal batteries are fully charged, the Thuraya SatBridge stops charging the batteries.
- If an external battery pack is connected, the power shall be drawn from the external battery pack; internal battery power shall not be charged or discharged. Once the external battery pack power is exhausted, power transitions to the internal battery packs without interruption.
- USB charging is provided through USB port on the front of Thuraya SatBridge when Thuraya SatBridge is connected to an AC power source or internal batteries until they are above 80% charge. You can connect mobile devices for USB charging

### Approved External Batteries

Only approved battery packs should be used with the Thuraya SatBridge. These approved battery packs are provided in the following list from RRC Power Solutions:

- RRC-SMB-UBC: SMBUS Universal battery charger and power cord
- RRC2040-2: Standard battery pack RRC2040-2 (3S2P) with 11.25V / 6.40Ah / 72.0Wh
- RRC2054: Standard battery pack RRC2054 (4S1P) with 15.00V / 3.20Ah / 48.0Wh
- RRC2040: Standard battery pack RRC2054 (3S1P) with 11.25V / 2.95Ah / 33.2Wh

### Care and Maintenance for Thuraya SatBridge Smart Terminal

- The cable between the Satellite Antenna and the Wi-Fi Hotspot should be removed when transporting the Thuraya SatBridge.
- Avoid placing your Thuraya SatBridge close to cigarettes, open flames, or any heat source.
- Use only a soft damp cloth to clean your Thuraya SatBridge.
- To avoid impaired Wi-Fi Hotspot performance, ensure your terminal's antenna is not damaged or covered with foreign material like paint or labelling.

- When inserting the SIM, do not bend the SIM or damage its contacts in any way. When connecting the interface cables, do not use excessive force.
- Avoid exposing your Thuraya SatBridge to extreme hot or cold temperatures.
- The Thuraya SatBridge satellite antenna may be tilted up to 90 degrees to point to the Thuraya satellite. Extending the satellite antenna beyond 90 degrees would likely damage the hinge or electrical connections within
- The front cover protects the SatBridge power, DC, SOS connectors etc. When not in use, it is recommended to put the cover back in place. Ensure that the connector is free from any foreign matter
- The SIM cover must be firmly closed at all times. Avoid exposure to liquid or moisture as it can damage the internal electronic circuits
- For uninterrupted use, avoid using Thuraya SatBridge beyond its specified operating temperature (refer to Product Specifications)
- Only use the provided AC Plug Pack and recommended accessories with the device.
- Damage caused by unapproved accessories may void the warranty
- Make sure to store the Thuraya SatBridge in a cool, dry place. Do not charge below freezing. The battery will only charge within the battery-charging temperature (0C and 45C)

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*LED Behavior section of this document for more information.*

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## Preparing Thuraya SatBridge Smart Terminal for Emergency

Thuraya SatBridge owner must register with GEOS services before the SOS/Emergency feature can be used. This is done as part of registering a new SatBridge account. See the **Set Up the Thuraya SatBridge Smart Terminal** section of this document for more information.

Only the owner's account will be registered to GEOS services. GEOS services are provided along with the purchase of the Thuraya SatBridge Smart Terminal.

Anyone can trigger the SOS feature either from the Thuraya SatBridge or the SatBridge App, but only owners can configure how it is used.

Using the SatBridge App, owners must configure up to two (2) additional contacts while registering Thuraya SatBridge with GEOS services. Owners can change the registered emergency contacts any time and the SatBridge App will register those changes with GEOS immediately when connected to the internet.

<<TBD: image required showing the registration UI>>

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*NOTE: If registration failed or the SOS button was pressed before the device is registered with GEOS, the SOS/Emergency feature cannot be initiated. All users will receive a notification that SOS was tried and failed because the device could not register with the GEOS.*

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## Initiating the SOS/Emergency Feature

All users can send an SOS request by pressing the SOS button on the Thuraya SatBridge or by tapping the SOS! Emergency! Button in the SatBridge App at the bottom of the settings screen.

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*NOTE: The Thuraya SatBridge Smart Terminal must have an active satellite connection to initiate or cancel any SOS request.*

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A user initiating SOS can add up to two (2) additional emergency contacts for the SOS at the time of the emergency incident. Thuraya SatBridge location is provided to GEOS emergency service provider as soon as SOS is activated. When the SOS feature is activated, all users connected to the device will receive a notification that there is an emergency.

When a user taps the SOS notification, the app displays emergency contacts sent to GEOS for that emergency incident along with the time, GPS location, the user who initiated the SOS



emergency (if initiated within the SatBridge App), and whether the SOS was triggered on the device or in the app.

SOS LEDs	Color	State
SOS not initiated	Off	Off
Transmitting SOS message to GEOS emergency provider after SOS button is pressed (initiation or cancellation)	Green	Double Pulse
Once the SOS request is received by GEOS emergency provider and Thuraya SatBridge receives acknowledgement, the SOS LED lights solid green until SOS is active	Green	Solid
Confirmed SOS Cancellation The SOS LED lights for 10 seconds and then turns off.	Red	Solid
SOS message failure. The SOS LED lights for 10 seconds after a message failure and then turns off. This enables the user to retry the SOS.	Red	Pulse

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*NOTE: The location provided to emergency services will be the location of the Thuraya SatBridge whether SOS was activated on SatBridge App or SatBridge Terminal*

---

The Thuraya SatBridge conserves power in SOS mode. The conservation depends on the power source it is connected to. Below are items to note about how the Thuraya SatBridge manages power during an SOS event.

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*NOTE: When the unit is in SOS mode, all temperature protections will be suspended (operational, charge, and discharge protections) and the user can manually intervene., if required*

---

### Connected to Power

When the Thuraya SatBridge is plugged in to an AC power outlet:

- The SOS message will be sent every 15 minutes until it is acknowledged by GEOS.
- The unit will continue to stay on the AC power.

### Connected to Battery

When the Thuraya SatBridge Smart Terminal is on battery power:

- 5Ghz and USB charging are turned off.

- If the internal battery has more than 80% charge level, the SOS message is sent.
  - If the SOS message is not acknowledged by GEOS, the Thuraya SatBridge enters sleep mode for 15 minutes before attempting to resend the SOS message until SOS message is acknowledged by GEOS or batteries discharge completely.

Preferably, Thuraya SatBridge must not move from its position so that the satellite connection can be established as quickly as possible when the unit wakes back up in 15 minutes.

If you had to move the Thuraya SatBridge because of prevailing conditions at your location, then you will have to use Antenna Setup to establish satellite connection again.

- If the SOS message is acknowledged by GEOS, the Thuraya SatBridge enters sleep mode for 4 hours.

Once the GEOS has acknowledged the SOS, users can change their location along with the unit and be prepared to position the unit before the 4 hours of sleep mode expires. The SatBridge App displays the time when the Thuraya SatBridge will send the next SOS message.

If you had to move the Thuraya SatBridge because of prevailing conditions at your location, then you will have to use Antenna Setup to establish satellite connection again.

- If the internal battery has less than 80% charge level, the SOS message is sent.
  - If the SOS message is not acknowledged by GEOS, the Thuraya SatBridge enters sleep mode for 1 hour before attempting to resend the SOS message until SOS message is acknowledged by GEOS or batteries discharge completely.

Preferably, the Thuraya SatBridge must not move from its position so that the satellite connection can be established as quickly as possible when the unit wakes up in 15 minutes.

If you had to move the Thuraya SatBridge because of prevailing conditions at your location, then you will have to use Antenna Setup to establish satellite connection again.
  - If the SOS message is acknowledged by GEOS, the Thuraya SatBridge enters sleep mode for 4 hours.

Once the GEOS has acknowledged the SOS, users can change their location along with the unit and be prepared to position the unit before the 4 hours of sleep mode expires. The SatBridge App displays the time when the Thuraya SatBridge will send the next SOS message.

If you had to move the Thuraya SatBridge because of prevailing conditions at your location, then you will have to use Antenna Setup to establish satellite connection again.

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*NOTE: If the device is in sleep mode, the SOS Emergency can only be cancelled from the Thuraya SatBridge by pressing the SOS button.*

---

## Canceling the SOS/Emergency Feature

To cancel the SOS/Emergency feature, press the button on the Thuraya SatBridge or tap the <TBD cancel SOS> button in the app. Any user can cancel the SOS via the device or the SatBridge App, regardless of who initiated the request or the method of initiation (the button on the Thuraya SatBridge or in the SatBridge App).

---

*NOTE: The Thuraya SatBridge must have an active satellite connection to initiate or cancel any SOS request.*

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When the SOS is cancelled, all connected users receive a notification that the SOS message has been cancelled, along with the time of cancellation and whether the cancellation occurred on the device or in the app. If the SOS feature is cancelled in the app, the name of the user who cancelled the SOS is included.

If the Thuraya SatBridge is powered on, you can cancel the SOS emergency using the button on the device or within the SatBridge App. However, if the Thuraya SatBridge is in sleep mode when an SOS emergency is in progress, you can cancel the SOS emergency only by using the button on the Thuraya SatBridge—you cannot cancel the SOS emergency within the SatBridge App since it will not be connected to the device.

Once the SOS/Emergency feature is cancelled, the Thuraya SatBridge connects to the satellite and resumes to normal operation.

# Upgrading Thuraya SatBridge Smart Terminal

Check for the latest firmware update for Thuraya SatBridge firmware anytime from within the SatBridge App. This upgrade information is only available for users with Owner and Administrator account types. The firmware is downloaded to the SatBridge App from the internet using any available internet connection such as Home Wi-Fi or LTE. The SatBridge App then transfers the firmware to the Thuraya SatBridge using SatBridge Wi-Fi and begins the upgrade process terminal.

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*NOTE: It is not recommended to update Thuraya SatBridge in the field. Satellite connection is not required for upgrading Thuraya SatBridge.*

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If you are an owner or administrator, follow the steps below to upgrade your Thuraya SatBridge.

1. Disconnect your mobile device from the Thuraya SatBridge Wi-Fi connection and connect your mobile device internet either through your home Wi-Fi or via the mobile's LTE connection.

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*NOTE: The SatBridge App does not allow a firmware download over a satellite connection.*

---

2. Tap **Settings** > **SatBridge Firmware** in the SatBridge App.
3. Tap Check for update to know if there is an available update
4. If there is an available update, you can update the Thuraya SatBridge using one of the two methods.
5. Upgrade Using USB Stick method
  - a. For this method, you should have USB stick with more than 200 MB free space.
  - b. Tap USB stick and follow the instructions on SatBridge App

<TBD: Images >

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*NOTE: The SatBridge App does not allow a firmware download over a satellite connection.*

---

6. Upgrading using Over-the-air method
  - a. For this method, you should have sufficient space on the mobile device
  - b. Tap 'Over-the-air' and follow the instructions on SatBridge App.
  - c. Download the firmware update on the mobile device. <TBD: Images >

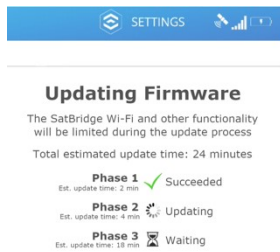
- d. You can install the firmware update to the Thuraya SatBridge at any time after the firmware update is downloaded to your mobile device. If you want to update Thuraya SatBridge now, then proceed
- e. Connect the Thuraya SatBridge to AC Power and charge internal batteries to at least minimum 50% to start the update when you are ready to install the firmware update.

---

*NOTE: The SatBridge App does not allow a firmware update on Thuraya SatBridge unless it is on AC Power and has at least 50% charge on internal batteries.*

---

- f. Tap **Update Now** when you are ready to start the update. The firmware update begins, as depicted in the image below.



- g. Wait for the update to complete. You will see either a screen that indicates the update is successful, or the update failed, as depicted in the images below.



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*NOTE: If the update fails, the app displays a message requesting that you try again later. The system will roll back to the previous firmware version with no interruption in user functionality or connectivity.*

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# Troubleshooting

## Capture and Send Logs

<TBD: More information to be captured here>

Capture Logs feature helps to capture Thuraya SatBridge logs and upload to cloud for support center to help diagnose and resolve problem faster. When you observe a problem with Thuraya SatBridge follow these steps to capture logs for trouble shooting

### Getting Logs from Thuraya SatBridge

1. Connect the mobile device to SatBridge Wi-Fi and mobile LTE
2. Open the SatBridge App on your mobile device and the sign-in.
3. Go to Setting > About > Device Logs.
4. Tap capture logs and wait for process to finish. You must have up to 10 MB (TBD) space on your mobile device
5. The SatBridge app will capture the logs from Thuraya SatBridge and store on the mobile device.

<TBD: image>

### Upload Logs

1. Disconnect mobile device from SatBridge Wi-Fi and connect to either through your home Wi-Fi or LTE
2. Tap upload logs to send the logs to support center.

<TBD: image>

# Frequently Asked Questions (FAQs)

<TBD: Updating question>

## What is Thuraya SatBridge?

The Thuraya SatBridge is the world's highest-performance portable satellite hotspot. The Thuraya SatBridge makes anywhere, anytime connectivity a reality by enabling companies and consumers to connect and communicate over satellite. It enables seamless communications by connecting users with the full features of their smartphones and Wi-Fi enabled devices.

## What type of network coverage can I expect?

The Thuraya SatBridge coverage footprint covers more than two-thirds of the globe across 161 countries in Asia, Africa, Australia, Europe, and the Middle East. (Refer to the **Satellite Coverage Map** section of this document for a coverage map.)

## What types of services are available on Thuraya SatBridge?

Local person to peer-to-peer calling, texting, and the ability to view user statuses. The SatBridge App also enables all the features and apps of a smartphone using a satellite connection. All phone contacts can be imported onto the SatBridge App for calling and texting. Advanced user management features restrict access to satellite by adding or removing users on the Thuraya SatBridge. The SOS Emergency Services with GEOS feature can be used over satellite connection.

## What are the key activities the Thuraya SatBridge supports?

- Broadband internet access
- Third-party VoIP applications
- Email, web browsing
- Social media applications
- Peer-to-peer networking on Wi-Fi

## Will Thuraya SatBridge upgrade itself automatically if there is a new firmware version?

The Thuraya SatBridge firmware is updated using the SatBridge App. Refer to the **Upgrading Thuraya SatBridge Smart Terminal** section of this document for more information.



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## Declaration of Conformity

< TBD: Update the latest information on conformity after regulatory tests >

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